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# Workbench User's Guide

AD Dashboards

12/17/2025

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# AD Dashboards

Installing the Workbench Anomaly Detection feature enables two additional example Dashboards in Workbench.

These example Dashboards provide an at-a-glance view of **AD Insights Summary** and **AD Component Status** details.

## Dashboards

Create dashboard

Search...

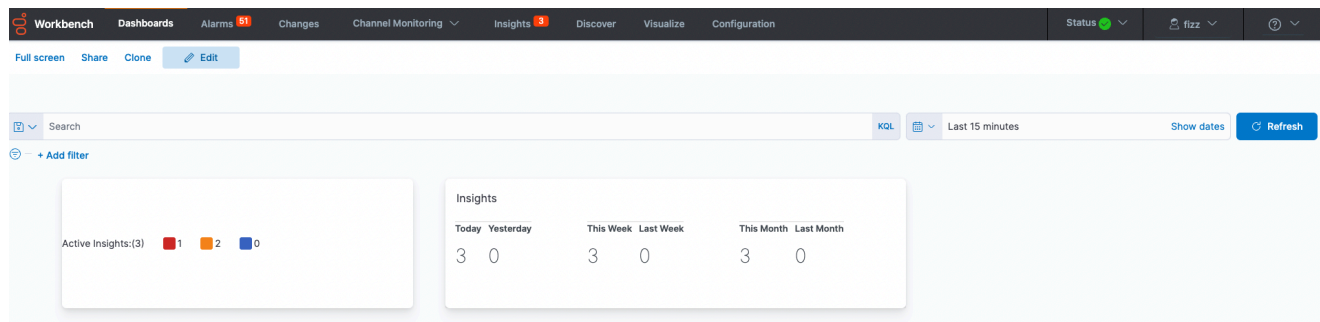
Tags

Title	Description	Tags	Actions
<a href="#">_Genesys Alarms Example</a>	Sample dashboard for Genesys Alarms		
<a href="#">_Genesys Applications Example</a>	Sample Dashboard for Genesys Applications		
<a href="#">_Genesys Changes Example</a>	Sample Dashboard for Genesys Changes		
<a href="#">_Genesys Channel Monitoring Example</a>	Sample Dashboard for Genesys Channel Monitoring		
<a href="#">_Genesys HA Pairs Example</a>	Sample Dashboard for Genesys HA Pairs		
<a href="#">_Genesys Home</a>	Genesys Workbench Home Dashboard		
<a href="#">_Genesys Hosts Example</a>	Sample Dashboard for Genesys Hosts		
<a href="#">_Genesys Insights Status Example</a>	Sample Dashboard for Genesys Insights Status		
<a href="#">_Genesys Insights Summary Example</a>	Sample Dashboard for Genesys Insights Summary		
<a href="#">_Genesys Metrics Overview Example</a>	Sample Dashboard for Genesys Metrics Overview		
<a href="#">_Genesys Remote Alarm Monitoring Example</a>	Sample Dashboard for Genesys Remote Alarm Monitoring		

## \_Genesys Insights Summary Example Dashboard

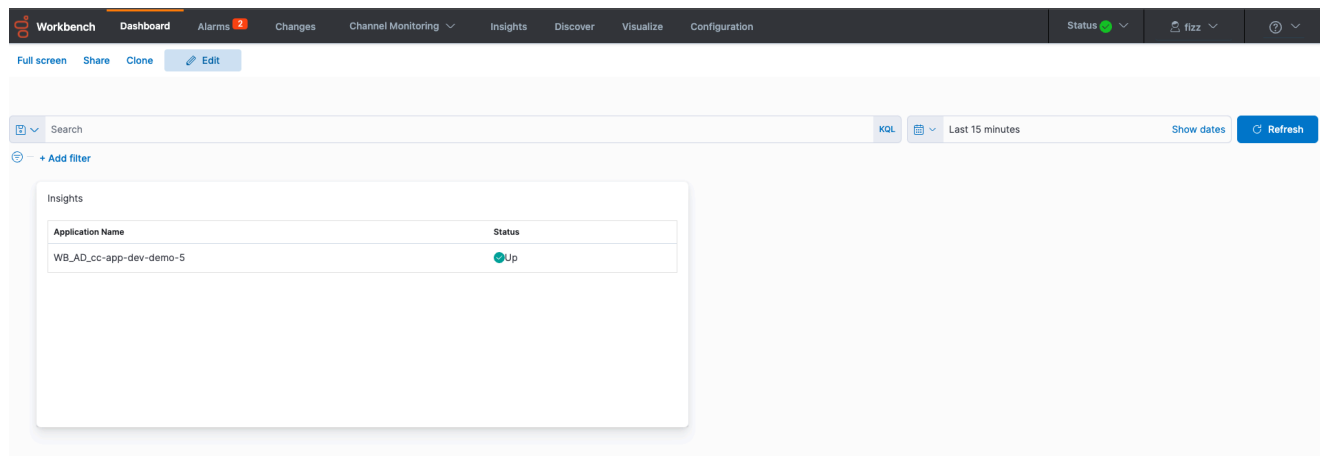
This example dashboard includes the following real-time Visualizations:

- [\\_Genesys\\_Insights\\_Summary](#) - a view of Active *Critical*, *Major* and *Minor* Insights
- [\\_Genesys\\_#\\_of\\_Insights\\_Summary](#) - a view of Insights raised *Today/Yesterday*, *This Week/Last Week* and *This Month/Last Month*



### \_Genesys\_Insights\_Status Example Dashboard

This example dashboard includes an AD Insights component *Status* Visualization to show the real-time status of the AD component(s).



## Considerations

### Important

- From WB 9.3+ the Dashboards/Visualizations do not update by default in real-time
- Use the 'Quick Select' feature below to 'Start' auto Refresh functionality of Dashboards/Visualizations

The screenshot shows the AD Dashboards interface. At the top, there is a date range selector set to "Last 15 minutes", a "Show dates" button, and a "Refresh" button. A dropdown menu is open, showing various options for date ranges. The dropdown is divided into sections: "Quick select" with a search bar and an "Apply" button; "Commonly used" with a list of frequently used date ranges; "Recently used date ranges" with a list of recently used date ranges; and "Refresh every" with a dropdown for the refresh interval and a "Start" button. The "Refresh every" section is highlighted with a red box.

**Quick select**

Last 15 minutes **Apply**

**Commonly used**

Today	Last 24 hours
This week	Last 7 days
Last 15 minutes	Last 30 days
Last 30 minutes	Last 90 days
Last 1 hour	Last 1 year

**Recently used date ranges**

- Last 15 minutes
- Last 1 hour
- Today
- ~ 5 months ago to ~ in 7 months
- ~ 25 days ago to ~ in 6 days

**Refresh every**

2 minutes **Start**

## Important

- For Workbench 9.2 to 9.3 upgrades, existing Dashboards/Visualizations will be migrated with a "\_9.2" suffix
- The migrated "\_9.2" Dashboards/Visualizations will not be functional given the changes from Kibana 7.1 to 7.17
- As such, when opening the migrated "\_9.2" Dashboards/Visualizations, a Warning icon/message will be displayed
- Even though the migrated "\_9.2" Dashboards/Visualizations are not functional and

display a Warning, the logic for migrating is to provide context for previously created Dashboards/Visualizations

### Important

- For detailed documentation about creating/customize your own Dashboards, please review the [Dashboards](#) section